

EXPRESS SCRIPTS PHARMACY BENEFIT SERVICES

Member Experience

Express Scripts® Pharmacy Benefit Services makes prescription benefits easier to understand and use. Through integrated experiences and proactive communications, members receive clear cost information, timely benefit updates and personalized guidance to support confident health care decisions.

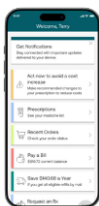
This resource brings the experience to life with letters, demos, videos and ready-to-use member-facing materials—so you can easily understand how member experience works and promote meaningful engagement.



Evernorth Member Experience Magazine: A clear, visual look at how we support members across the pharmacy benefit journey and how we're enhancing the experience through our roadmap, with examples of tools, communications and enhancements that improve clarity, confidence and engagement.



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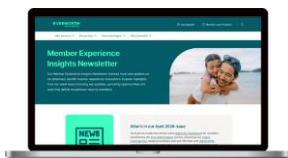


Member Website and Mobile App Demos*: Narrated walkthroughs of the end-to-end digital account experience from a member's perspective, showing how members find information, manage prescriptions, understand costs and use digital tools in real-life scenarios.



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[Member Website](#) | Password: webdemo [Mobile App](#) | Password: appdemo



Client Newsletter: Stay in the know! Triannual resource for what's new, what's next, and what you can opt into to make the member experience better! Make sure you're receiving this newsletter—ask your account representative to add you and keep up with how the member experience is evolving.



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Member Experience Communication Library: A centralized collection of member-facing communication examples, spanning pre-benefit and in-benefit moments, for solutions your plan may choose to offer members. Samples include letters, emails, texts, promotional materials, and more, so you know exactly what may be sent to your members and when.



CLIENT TO MEMBER

Advocating for members. Building a better pharmacy benefit experience for all, through:



Cost transparency



Ease of use and access



Integrated experiences



Personalized guidance





Digital Adoption Toolkit: Easy-to-share set of materials designed to help you promote account registration and adoption of digital tools that make benefits easier to use and help members stress less and save more.



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Executive Brief: A high-level executive overview of the PBS Member Experience evolution, outlining the vision, core enhancements and our commitments to your members and plan.



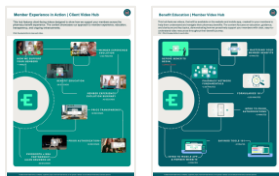
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PBS Member Experience Evolution Video: Highlights how Express Scripts is evolving the member experience to be more intuitive, transparent and personalized—helping members feel supported and empowered.



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Member Experience Video hubs:

- + **Client Videos:** A curated set of short videos designed to explain the member experience evolution and how it delivers more clarity and value for members.
- + **Member Videos:** Member-friendly videos on the member website—before and after login—that simplify the benefit journey, making it easier for members to understand terms, processes, costs and tools designed to help them get the most out of their benefit.*



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Articles

- + **Driving Digital Adoption:** Learn about the importance of encouraging digital registration, which empowers members with real-time information, personalized guidance and easier navigation of their pharmacy benefits.
- + **Unlocking Employee Satisfaction:** Read insights and learn from an infographic from YouGov research showing how a modern, connected pharmacy benefit experience can improve employee trust, loyalty and overall satisfaction.
- + **Today's Health Care Demands Better Member Experiences:** Explore why today's members expect simpler, more transparent health care experiences—and how improving experiences drives access and confidence.



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Member Experience Roadmap: Offers an unprecedented level of transparency into the PBS member experience roadmap. It outlines the member experience vision, highlights both near- and long-term enhancements in the pipeline and includes supporting materials for your review.



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PBS Member Experience Web Page: An overview on Evernorth.com of how Express Scripts is simplifying the pharmacy benefits journey with clearer cost visibility, proactive guidance and more connected digital experiences for members.



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Contact your account representative with any questions or to gain access these resources.